

### **Listing of Claims**

1. (Previously Presented) In a computer network having a server computer communicating with field service providers through network devices, a method in the server computer for providing advisory information to the field service providers, the method comprising:

receiving a plurality of collected data related to a destination facility, each of the plurality of collected data being associated with one of a plurality of data types;

generating data conclusions based on an analysis between each of the plurality of collected data and an advisory rule corresponding to the data type of the collected data being analyzed;

mapping the data conclusions to advisory information;

storing the advisory information in a storage module for subsequent access by the field service providers;

receiving a request from a specific field service provider for presentation of specific advisory information, the request comprising a provider identification code associated with the specific field service provider; and

in response to receipt of the request, retrieving the specific advisory information from the storage module based on the provider identification code; and

presenting the specific advisory information to the specific field service provider through the network device.

2. (Original) A method as defined in claim 1, wherein the receiving act comprises: collecting device data associated with a utility device maintained at the destination location;

collecting business data associated with a customer of a service providing company employing the field service provider to provide a service to the customer at the destination facility; and

collecting census data associated with the destination facility.

3. (Previously Presented) A method as defined in claim 1, wherein the network device is a wireless interface module and the presenting act comprises:

transmitting the specific advisory information to the wireless interface module via a wireless network connection.

4. (Previously Presented) A method as defined in claim 3, wherein the transmitting act comprises transmitting the specific advisory information to the wireless interface module as the specific field service provider is in transit between a first destination facility and a second destination facility.

5. (Previously Presented) A method as defined in claim 3, wherein the wireless interface module is a wireless telephone and the presenting act comprises:  
providing the specific advisory information as a script in an audio format.

6. (Previously Presented) A method as defined in claim 1, wherein the presenting act comprises:  
providing the specific advisory information as a script in a format based on the network device through which the specific field service provider is communicating to the computer network.

7. (Original) A method as defined in claim 6, wherein the script is in an audio format.

8. (Original) A method as defined in claim 6, wherein the script is in a visual format.

9. (Original) A method as defined in claim 6, wherein the script is in a textual format.

10. (Previously Presented) A method as defined in claim 1, wherein the specific field service provider provides a service at the destination facility based on the specific advisory information.

11. (Previously Presented) A method as defined in claim 1, wherein the storage module is divided into a plurality of customer account records, each customer account record being divided into a plurality of data-type records, the advisory information to which each data conclusion is mapped being stored in the storage module within the data-type records, wherein the retrieving act comprises:

- accessing a specific customer account record based on the provider identification code;
- accessing a specific data-type record of the specific customer account record based on the provider identification code; and
- retrieving the specific advisory information from the specific data-type record.

12. (Previously Presented) A method as defined in claim 1, wherein the storage module is divided into a plurality of customer account records, each customer account record being divided into a plurality of data-type records, the advisory information to which each data conclusion is mapped being stored in the storage module within the data-type records, wherein the retrieving act comprises:

- accessing a specific customer account record based on a customer account code input to the computer network by the field service provider communicating via the network device;
- accessing a specific data-type record of the specific customer account record based on the provider identification code; and
- retrieving the specific advisory information from the specific data-type record.

13. (Previously Presented) A method as defined in claim 12, wherein the provider identification code comprises a specialty area code corresponding to a specialty area associated with the specific field service provider, the act of accessing a specific data-type record comprising:

- selecting the specific data-type record based on the specialty area code.

14. (Currently Amended) A network advisory system interacting with a field service providers, the network advisory system comprising:

- a data collector receiving a plurality of collected data related to a destination facility, each of the plurality of collected data being associated with one ~~or~~ of a plurality of data types;

an advisory module receiving the plurality of collected data from the data collector, generating advisory information relating each of the plurality of collected data to an advisory rule corresponding to the data type of the collected data being analyzed and storing the generated advisory information to a storage module ~~presenting specific advisory information to a field service provider through a network device as the field service provider is in transit between a first destination facility and a second destination facility,~~ the advisory module comprising:

a registration/communication module receiving a provider identification code input by a field service provider requesting access to the advisory module; and

processing means for ~~wherein the act of presenting the specific advisory information to the field service provider is performed in response to the advisory module receiving~~ analyzing a the provider identification code input from the field service provider requesting access to the network advisory system, and wherein the advisory module uses the provider identification code to identify and retrieve the specific advisory information for the field service provider, wherein the registration/communication module subsequently presents the retrieved specific advisory information to the field service provider. ~~from a storage module storing the generated advisory information.~~

15. (Previously Presented) A network advisory system as defined in claim 14, wherein device data associated with a utility device located at the destination facility is one of the plurality of data types.

16. (Previously Presented) A network advisory system as defined in claim 14, wherein account data associated with a service being provided by the field service provider at the destination facility is one of the plurality of data types.

17. (Previously Presented) A network advisory system as defined in claim 14, wherein the plurality of collected data are associated with a utility device located at the destination facility and the plurality of data types comprise data selected from the group consisting of device data, business data and census data.

18. (Previously Presented) A network advisory system as defined in claim 14, wherein the specific advisory information is in the form of a script in a format based on the network device through which the field service provider is connected to the advisory module.

19. (Original) A network advisory system as defined in claim 18, wherein the script is in an audio format.

20. (Original) A network advisory system as defined in claim 18, wherein the script is in a visual format.

21. (Original) A network advisory system as defined in claim 18, wherein the script is in a textual format.

22. (Previously Presented) A network advisory system as defined in claim 14, wherein the advisory module comprises:

an intelligence module receiving the plurality of collected data from the data collector and generating data conclusions based on an analysis between each of the plurality of collected data against at least one advisory condition of the advisory rule; and

means for mapping each of the data conclusions to advisory information.

23. (Previously Presented) A network advisory system as defined in claim 22, wherein the network device is a wireless network device.

24. (Original) A network advisory system as defined in claim 23, wherein the wireless network device is a wireless telephone.

25. (Original) A network advisory system as defined in claim 23, wherein the wireless network device is a mobile computing device.

26. (Currently Amended) A network advisory system as defined in claim 14, wherein the ~~advisory module further comprises:~~

~~\_\_\_\_\_a registration/communication module receiving the provider identification code and granting the field service provider access to the network advisory system based on the provider identification code, wherein the registration/communication module transmits the specific advisory information to the field service provider as the field service provider is in transit between a first destination facility and a second destination facility. over a network connection.~~

Claims 27-42 (Canceled)

43. (Previously Presented) A computer program product readable by a computing system and encoding a computer program of instructions for executing a computer process for providing advisory information to field service providers communicating with the computing system over a computer network via network devices, the computer process comprising:

receiving a plurality of collected data related to a destination facility, each of the plurality of collected data being associated with one of a plurality of data types;

generating data conclusions based on an analysis between each of the plurality of collected data and an advisory rule corresponding to the data type of the collected data being analyzed;

mapping the data conclusions to advisory information;

storing the advisory information in a storage module for subsequent access by the field service providers;

receiving a request from a specific field service provider for presentation of specific advisory information, the request comprising a provider identification code associated with the specific field service provider; and

in response to receipt of the request, retrieving the specific advisory information from the storage module based on the provider identification code; and

presenting the specific advisory information to the specific field service provider through the network device.

44. (Original) The computer process in the computer program product of claim 43, wherein the receiving act comprises:

collecting device data associated with a utility device maintained at the destination location;

collecting business data associated with a customer of a service providing company employing the field service provider to provide a service to the customer at the destination facility; and

collecting census data associated with the destination facility.

45. (Previously Presented) The computer process in the computer program product of claim 43, wherein the network device is a wireless interface module and the presenting act comprises:

transmitting the specific advisory information to wireless interface module via a wireless network connection.

46. (Previously Presented) The computer process in the computer program product of claim 45, wherein the transmitting act comprises transmitting the specific advisory information to the wireless interface module as the specific field service provider is in transit between a first destination facility and a second destination facility.

47. (Previously Presented) The computer process in the computer program product of claim 45, wherein the wireless interface module is a wireless telephone and the presenting act comprises:

providing the specific advisory information as a script in an audio format.

48. (Previously Presented) The computer process in the computer program product of claim 43, wherein the presenting act comprises:

providing the specific advisory information as a script in a format based on the network device through which the specific field service provider is communicating to the computer network.

49. (Original) The computer process in the computer program product of claim 48, wherein the script is in an audio format.

50. (Original) The computer process in the computer program product of claim 48, wherein the script is in a visual format.

51. (Original) The computer process in the computer program product of claim 48, wherein the script is in a textual format.

52. (Previously Presented) The computer process in the computer program product of claim 43, wherein the specific field service provider provides a service at the destination facility based on the specific advisory information.

53. (Previously Presented) The computer process in the computer program product of claim 43, wherein the storage module is divided into a plurality of customer account records, each customer account record being divided into a plurality of data-type records, the advisory information to which each data conclusion is mapped being stored in the storage module within the data-type records, wherein the retrieving act comprises:

- accessing a specific customer account record based on the provider identification code;
- accessing a specific data-type record of the specific customer account record based on the provider identification code; and
- retrieving the specific advisory information from the specific data-type record.

54. (Previously Presented) The computer process in the computer program product of claim 43, wherein the storage module is divided into a plurality of customer account records, each customer account record being divided into a plurality of data-type records, the advisory information to which each data conclusion is mapped being stored in the storage module within the data-type records, wherein the retrieving act comprises:

- accessing a specific customer account record based on a customer account code input to the computer network by the field service provider communicating via the network device;
- accessing a specific data-type record of the specific customer account record based on the provider identification code; and
- retrieving the specific advisory information from the specific data-type record.



55. (Previously Presented) The computer process in the computer program product of claim 54, wherein the provider identification code comprises a specialty area code corresponding to a specialty area associated with the specific field service provider, the act of accessing a specific data-type record comprising:

selecting the specific data-type record based on the specialty area code.

56. (Currently Amended) In a network advisory system operable to interact with users through network devices, the network advisory system having data collectors collecting a plurality of data related to at least one utility device maintained at a first destination facility, wherein the first destination facility is associated with a destination facility identifier, a database receiving and storing the plurality of collected data, and an advisory module for generating advisory information, the advisory module comprising:

an intelligence module retrieving stored data from the database and generating a plurality of data conclusions relating the stored data to advisory rules;

a mapping module mapping each of the generated data conclusions to an advisory information data structure;

a storage module storing each of the advisory information data structures mapped to a generated data conclusion in association with the destination facility identifier; and

a communication interface operable to communicate with users over a communication network and receiving, in a request by a first user to access the network advisory system, a provider identification code associated with the first user[.,,]; and

~~the communication interface~~ processing means for determining that the first user is authorized to access advisory information data structures associated with the first destination facility based on a mapping of the provider identification code to the destination facility identifier, the processing means being operable to direct the communication interface to transmit and consequently transmitting the advisory information data structures associated with the first destination facility to a first network device for presentation to the first user in response to determining that the first user is authorized to access the advisory information data structures associated with the first destination facility.

57. (Previously Presented) An advisory module as defined in claim 56, wherein the communication interface transmits the advisory information data structures associated with the first destination facility to the first network device over a wireless network connection as the first user is in transit between the first destination facility and a second destination facility.

58. (Previously Presented) An advisory module as defined in claim 56, wherein the communication interface transmits the advisory information data structures associated with the first destination facility to the first network device over a wireless network connection as the first user is located at a destination facility.

59. (Currently Amended) An advisory module as defined in claim 56, wherein the first user is authorized to access advisory information data structures associated with a plurality of destination facilities each being identified by a destination facility identifier linked to the provider identification code of the first user, the first ~~least one~~ destination facility being one of the plurality of destination facilities, wherein the request further comprises the destination facility identifier for the first destination facility such that the ~~communication interface~~ processing means selects the advisory information data structures associated with the first destination facility for transmission by the communication interface to the first network device.

60. (Currently Amended) An advisory module as defined in claim 56, wherein the first user is authorized to access advisory information data structures associated with a plurality of destination facilities each being identified by a destination facility identifier linked to the provider identification code of the first user, the first destination facility being one of the plurality of destination facilities, wherein the communication interface transmits the advisory information data structures associated with each of the plurality of destination facilities to the first network device in response to the processing means mapping the provider identification codes to each of the destination facility identifiers identifying each of the plurality of destination facilities.

61. (Previously Presented) An advisory module as defined in claim 60, wherein the storage module comprises a plurality of customer account records each identifying a customer

account corresponding to one of the plurality of destination facilities, wherein each customer account record stores at least one advisory information data structure.

62. (Previously Presented) An advisory module as defined in claim 61, wherein each customer account record comprises:

a device data-type record operable for storing advisory information data structures derived from device data associated with a utility device maintained at one of the plurality of destination facilities; and

an account data-type record operable for storing advisory information data structures derived from account data associated with a utility device maintained at one of the plurality of destination facilities.

63. (Previously Presented) An advisory module as defined in claim 62, wherein at least one account data-type record is a business data-type record operable for storing advisory information data structures derived from business data associated with the customer account to which the customer account record comprising the at least one account data-type record is associated.

64. (Previously Presented) An advisory module as defined in claim 62, wherein at least one account data-type record is a census data-type record operable for storing advisory information data structures derived from census data associated with the customer account to which the customer account record comprising the at least one account data-type record is associated..

65. (Previously Presented) An advisory module as defined in claim 56, wherein the transmitted advisory information data structures are in the form of a script in a format based on the first network device.

66. (Previously Presented) An advisory module as defined in claim 65, wherein the script is in an audio format.

67. (Previously Presented) An advisory module as defined in claim 65, wherein the script is in an audio/visual format.

68. (Previously Presented) An advisory module as defined in claim 65, wherein the script is in a textual format.

69. (Previously Presented) An advisory module as defined in claim 56, wherein the communication interface transmits the advisory information to the first user over a land-based network connection to the user.

70-79. (Canceled)